

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Any time a UTILITY is given the choice to police itself- it does so to its' own benefit, even though it is not business-smart to do so. AND it ISN'T because it damages customer trust (if there ever was any), customer loyalty, and it creates resentment which eventually will damage the industry and affect the economy of the state, or country, in which it is based. Everyone knows, I believe, that corporations, as entities (not the individuals who work there), reflect the basic attitudes of the primary owners or stockholders (follow the \$). THIS means that the majority of CORPORATIONS (their owners/major stockholders) don't care one bit about their customers~ only their pocketbooks. To allow them to dictate the laws which will guide them to do right (or not) by their customers is/would-be an indication of the FCC attitudes toward the general populace. Because they know what we all know~ corporations care only about ONE thing. MONEY- & making MORE! NOT people. The FCC is 'supposed' to police this industry~ NOW are they going to do THEIR job?- or do THEY need to be restructured! They are SUPPOSED to work for the good of the population of consumers- UNLESS "someone" is paying them to work for the corporations they're created to 'police'!

MANY (over a hundred) cell-phone customers I speak with are talking about giving up their phones, because they are becoming LESS of a convenience and more of a nuisance and a liability. People feel they are just getting 'the shaft' by companies and the organizations that are supposed to be in place to protect them. The Cell-Phone-Companies have become cocky and have begun to feel they are indispensable and so now they can really drill people for money, really GOUGE them! But, when people feel they are being backed up against the wall, they will start looking for alternatives- and other industries will try to provide it. Technology is at a point now where this can happen in an unexpected heartbeat. IF the Cellphone Industry figures it has its' customers right where it wants them and can dictate terms~ it should think again.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to

unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Nazarius Almazol